



VERMONT 211 RESOURCE DATABASE INCLUSION/EXCLUSION POLICY

Vermont 211, a program of the United Ways of Vermont, provides professional information & referral services in accordance with AIRS (Alliance of Information & Referral Systems) National Standards. To ensure that Vermonters have the information they need to fully participate in community life, 211 will work to include all eligible health and human service organizations that help people become more self-sufficient, strengthen family relationships, support personal and social development, and ensure the well-being of individuals, families, groups, and communities.

Criteria for Inclusion:

1. Vermont's municipal and state agencies, state commissions, and selected federal agencies that provide direct services to the general public and/or small businesses. *No attempt will be made to include all governmental agencies or departments.*
2. Non-profit health and human services organizations working to ensure that Vermonters have access to vital services and resources such as food, housing and utilities, emergency shelter, transportation, financial assistance, crisis intervention, and public safety. In addition, organizations that provide health and mental health care, substance use disorder and addiction services, consumer advice and education, legal services, education, employment and training, recreation and wellness, and environmental services.
3. Religious organizations, service organizations, fraternal organizations, and civic groups that offer direct services to the community that are free or low-cost.
4. When including political, cause, and issue-oriented groups, the Vermont 211 database strives for balance, including all sides of an issue.
5. Specialized information sources that maintain for public dissemination information about organizations and practitioners including nursing homes, residential care homes, assisted living residences, subsidized housing locations, licensed and registered providers of child care and early education, public schools, private schools, libraries, physicians, dentists, private mental health professionals, and lawyers.
6. Private for-profit agencies that provide free, low-cost, or sliding-scale health and human services or goods not adequately available through public or non-profit agencies may be included. Inclusion is based upon uniqueness of services, lack of comparable services available through not-for-profit agencies or groups, and degree of need for the service.
7. Organizations that provide services in times of disasters or other emergencies.

Eligibility for inclusion does not guarantee inclusion and Vermont 211 reserves the right to prioritize and limit entry into its database.

Criteria for Exclusion:

1. Organizations that deny service or equal treatment on the basis of color, race, national origin, ethnicity, ancestry, gender, sexual orientation, gender expression, gender identity, religious belief, political belief, age, height, weight, military status, veteran status, marital status, pregnancy, disability, economic status, citizenship status, or other inherent characteristics that violate federal or state laws and regulations.
2. Organizations whose services are available only to its members.
3. Organizations that promote or deliver illegal services.
4. Agencies about which Vermont 211, *HMG VT*, or an appropriate regulatory body, have received substantiated complaints according to a standardized process for such issues as non-delivery of service, misrepresentation, discrimination, or criminal activities.
5. Organizations that offer free or low-cost services solely for the purpose of marketing and sales.
6. Due to their transient nature, the Vermont 211 and *HMG VT* databases will not include an organization's one-time events, but when appropriate may include links to organization's calendars.
7. Information & Referral organizations/programs whose information Vermont 211 or *HMG VT* has established is not vetted, kept up to date, or that does not adequately reflect available information and/or resources.
8. Out-of-state substance use disorder treatment facilities are not listed in the database unless they are within reasonable travel distance from Vermont (adjoining states) and accept Vermont Medicaid.

Criteria for Removal:

1. Organizations may be removed from the Vermont 211 or *HMG VT* databases on the grounds of service non-delivery, fraud, misrepresentation, or having been convicted of criminal activities.
2. Agencies that fail to provide information for the annual update.
3. Agencies will be removed from the Vermont 211 or *HMG VT* databases if it has been determined that they were included in error and either do not meet the Criteria for Inclusion or meet one or more Criteria for Exclusion.

VERMONT 211 DISCLAIMER

The United Ways of Vermont 211/Vermont 211 conforms to the database standards adopted by AIRS, the Alliance of Information and Referral Systems (found in "National Standards for Information and Referral") upon which 211's national accreditation is based. Any information about an agency, organization, program,

or service has been provided by or represented by that entity. Vermont 211 reserve the right to edit that information to fit standards and style guides. Vermont 211 does not promote, rate, or evaluate resources, programs, or providers, and therefore does not assume, warrant, or guarantee quality of listed services. Inclusion in the Vermont 211 database does not imply endorsement, nor does omission reflect on any organization's contribution to the community.

APPEAL PROCESS

Organizations that wish to appeal a decision regarding their inclusion or exclusion in the Vermont 211 or *HMG VT* database, or consumers who wish to make a similar appeal regarding a potential resource, should email Vermont 211 at info@unitedwaysvt.org clarifying program services in relation to this policy. A final decision will be made by the Vermont 211 Director and Resource Team

ADDENDUM specifically for *Help Me Grow VT*



Help Me Grow VT (HMG VT), a program of the United Ways of Vermont, provides professional information & referral services in accordance with AIRS (Alliance of Information & Referral Systems) National Standards. The *HMG VT* resource center, in partnership with Vermont 211, assists expectant parents and families with young children through age eight, handling calls related to the health, development, behavior and learning of children. To ensure that these Vermont families have the information they need, *HMG VT* will use the Vermont 211 database and its Inclusion/Exclusion Policy above in order to include all eligible non-profit health and human service organizations that help people become more self-sufficient, strengthen family relationships, support personal and social development, and ensure the well-being of individuals, families, groups and communities. In addition, *HMG VT* will maintain a separate database that includes services that do not qualify for inclusion in the Vermont 211 database, such as private practitioners that provide a unique or necessary service.

Criteria for Inclusion:

1. Private practitioners who offer a unique or necessary service

Eligibility for inclusion does not guarantee inclusion and HMG VT reserves the right to prioritize and limit entry into its database.

HMG VT follows Vermont 211's Criteria for Exclusion, Criteria for Removal, and Appeal Process.

***HMG VT* DISCLAIMER**

As a program of The United Ways of Vermont and in partnership with Vermont 211, *HMG VT* conforms to the database standards adopted by AIRS, the Alliance of Information and Referral Systems (found in "National Standards for Information and Referral") upon which Vermont 211's national accreditation is based. Any information about an agency, organization, program, or service has been provided by or represented by that entity. *HMG VT* reserves the right to edit that information to fit standards and style

guides. *HMG VT* does not promote, rate, or evaluate resources, programs, or providers, and therefore does not assume, warrant, or guarantee quality of listed services. Inclusion in the *HMG VT* database does not imply endorsement, nor does omission reflect on any organization's contribution to the community.

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Approved by UWVT Board of Directors

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